

Virtual Change Management Support

The provincial eReferral support team has quickly and efficiently transitioned to virtual support measures to ensure the health and safety of all those involved. Virtual training and support sessions have benefited both the eReferral end users as well as the Change Management (CM) support team

97% Users are satisfied with their virtual training

97% Users felt the delivery of training was effective

87% Users felt prepared to use the eReferral system following training



Quick Facts

- Over **300** users have adopted the solution since March 2020, and over **65** surveys completed
- Users have been overwhelmingly positive regarding the remote training provided by the CM Specialists throughout COVID-19
- Remote training is offered virtually through Microsoft Teams, Zoom and other virtual communication tools
- CM Specialists reported multiple benefits as virtual sessions became the predominant method of providing training and support to end users:
 - **Less travel** to and from clinics and offices
 - **More time available** in the day to provide training
 - **Socially distanced** opportunities to provide eReferral training

Training experience was excellent. Remote, one on one training worked better than a classroom situation.

User Testimonial,
Post Training Survey

I am able fit more engagements into my schedule and reach offices in rural areas or other locations in the province. As a CMS, my main priority is to meet the demands of stakeholders and remote sessions have given me the flexibility to meet anywhere at any time.

Change Management
Specialist Testimonial

For more information, email communications@ehealthce.ca.